

# IT Support During the Coronavirus Shutdown

Hello Charger Families,

Thank you for your patience and understanding as we adjust to the changing circumstances.

As issues arise with your child's device, teachers should be the primary and first points of contact for students who need assistance with instructional issues, or anything that they would normally assist with. Students and their families may also email Mr. Abernathy, [tabernathy@richland2.org](mailto:tabernathy@richland2.org), for support.

## **Work Orders Repairs during the Shutdown \*\*\*Updated\*\*\***

IT staff will be onsite only at **Longleaf Middle** ([Address](#)) from 8am to 4pm weekdays to provide walk-in support for students who have damaged devices which need repair, or for limited general assistance. **THIS WILL BE THE ONLY SITE FOR REPAIRS FOR THE REMAINDER OF THE YEAR.**

If needing to pick-up a replacement device, **the student must be present with a student ID or a photo ID such as a driver's license that we can use to validate who the student is.** The technicians do not know the students and parents, so it will be necessary to identify them. If the student doesn't have an ID, we can look-up the parent by their photo ID, but that's going to take more time, and technicians will need assistance to do that.

Technicians will have a limited supply of loaner devices from district stock (not from the local schools) which will be checked out in the 1TWO1 app to the student. The damaged device will be accepted, a ticket created by the technician, and the device will be transferred for repair as soon as possible. Once the original device is returned from repair, depending on whether the shutdown is still in effect, we will decide how to recover the loaner devices and return the originals.

### **If fees have to be applied for a work order**

Damage, loss and theft policy applies as usual. Due to the nature of how loaners are being issued, the technicians will not negotiate or debate over fees. They will simply record what is reported by the user into a ticket, and the rest will be sorted out by the usual staff once normal activities resume.

Technicians will not be able to assist with specific software applications. They have no knowledge or administrative access to the software that schools use.

Parents and students may be directed to the three support locations, where someone should be operating the front office area generally, and the technicians may be found in these areas. Technicians will have dedicated phones so that TLCs may reach out to them if necessary, but technicians are not providing over the phone support to parents and students. The phone numbers are for TLC and IT use only.

### **Locations for Repair and Loaner Pick-up: Weekdays 8:00 AM - 4:00 PM**

Longleaf Middle